 DELAWARE HEALTH AND SOCIAL SERVICES Division of Management Services *"DMS – Serving Those Who Serve Delaware"* **Information Resource Management**	**DHSS Systems User Request Form Instructions**

A. <u>Purpose</u>

This procedure defines the process for new users, including transfers in, to acquire access to state resources. It also provides the procedure for changing and deleting user access, including transfers out, to systems/applications and/or services.

B. <u>Applicability</u>

This procedure applies to anyone needing access or a change in access to systems/applications and/or services. This procedure applies to the supervisor or manager when requesting access for new users or requesting deletion of access for terminated/transferring out users.

C. <u>Definitions</u>
- o Supervisor – is also a manager, including a contract manager
- o User – can be an employee, contractor, auditor, provider, or anyone who accesses systems or services provided by the department or state
- o Systems – also called applications, are any department or state application used to support the activities of the user in performing their job
- o Services – also called resources, are any department or state provided services such as SSLVPN, Citrix, etc.
- o Transfers – users within DHSS or external to DHSS.

D. <u>Procedures</u>

All forms are located at the following link:
http://intranet.dhss.state.de.us/dms/irm/forms.html

No other version of the forms will be accepted.

1. IRM processing time of the form for DHSS systems or services is three business days. For DTI systems or services, two additional business days are required.

2. **New Users – (includes transfers in, casual/seasonals, contractors, providers, etc.)** the supervisor submits completed forms to the DHSS Help Desk signed and dated by the new user and the user's supervisor. In advance of a new employee starting, the completed form can be submitted in order to have the request completed prior to employee start date. The DHSS Help Desk will open the appropriate Help Desk tickets based on the specifics of the request.

3. **Changes to Existing Users –** the supervisor or user may submit a change user request to the DHSS Help Desk. HR and supervisors are responsible for submitting user deletions upon a user's termination of employment or contract.

4. **Necessary paperwork** - DHSS Systems User Request form, DHSS Non-Disclosure Agreement and the DTI Acceptable Use Policy (not required for DHSS merit employees. See link above to access these forms.

5. **Complete forms electronically** - All forms are to be completed electronically so they are legible, then saved, printed, signed and a copy sent to the DHSS Helpdesk.

6. **Form Submission to the DHSS Help Desk** -the DHSS Systems User Request form, as well as the DHSS Non-Disclosure Agreement and DTI Acceptable Use Policy (if user is not a merit DHSS employee) should be submitted to the Helpdesk by fax, at 302-661-7213, or scanned to a pdf file and e-mailed to dhsshelpdesk@state.de.us.

7. **Handling of originals** - Originals of the forms should not be submitted to the Helpdesk. Originals should be kept on file at the originating office.

8. **User change of status or name** - It is the supervisor's responsibility to notify the DHSS Helpdesk when a user's status changes. This includes the following circumstances: user resignation or termination; an incoming employee including new or transferring in from any other state agency; transfers within any DHSS agency including lateral transfers or job classification changes; and name changes.

   - Resignation, Termination or End of Contract
     - The supervisor should email the DHSS Help Desk providing the user's name and end date of access to systems and services.
   - New, Transfer In (internal or external to DHSS), change in job title, name change, request for new system access or services, and deletion of access or services
     - All the forms required for a new user are required for these requests

9. **Completing the top portion of the DHSS Systems User Request form** - Make sure all information is completed in the top section of the form.

- **Transferring From/Transferring To** must be completed if the user is transferring in from another DHSS division or state department
- **Employee Type:**
  - Merit – Any person hired by the state in a merit position
  - Other – Covers all users who are not in a merit position
- Check the appropriate box for "User Add", "User Change" or "User Delete"
  - "User Change" should be checked if the user is a transfer – *Be sure to complete the transfer portion in the upper right.*
  - "User Delete" should be checked if accesses are to be removed from a user and the user is NOT leaving the state.
- **Logon ID** is generally reserved for mainframe IDs. If the mainframe ID is known, it should be entered here or left blank if unknown.
- **Effective date** should be entered indicating when the user is starting, leaving or the start date for a change.
- **Title** is the user's title and should include if the user is casual/seasonal, volunteer or vendor/contractor
- **Supv's Name (Printed)** should be the same as the person signing as the supervisor.
- **Company Name**
  - For DHSS users, the division name should be used for the Company Name: (SO (Secretary's Office), DDDS, DLTCRP, DMMA, DMS, DPH, DSAAPD, DSAMH, DSS, DSSC or DVI).
  - You may include the unit or program name in addition to the division name.
  - If the user is a vendor/contractor, the actual company name should be entered
- **Facility w/Rm #** is the name of the state facility/building along with room number if applicable

10. **Systems request section**
- Check any boxes for which access is being requested.
- **State Domain** is checked for all new employees, transfers / location changes, name changes or any other demographic change. This includes creation of an e-mail account.
- **Datamart** – There are several "applications" within Datamart. Drop down boxes are provided to select the individual Datamart apps needed.
- **DECSS** – Separate paperwork is required via a separate DCSE process for requesting DECSS access. Contact Stacey Saylor of DCSE for the paperwork and procedure.
- **DELJIS** - Check with DELJIS for other items they require.
- **HRMS** requires a Human Resource Management System User Authorization Form, found on the DHSS forms page, to be submitted to an HR representative for approval. The form will then be sent, by HR, to the DHSS Helpdesk for processing. Note that checking HRMS on the DHSS Systems User Request form is not considered a request for HRMS access.

- **JICP** – Also requires a Judicial Information Center User ID Request for Non Court Users submitted in MS Word format.
- **MTRV** – MTRV access is requested via separate 2 part DMV paperwork consisting of 5 pages found on the DHSS forms page and submitted to the Helpdesk.
- **Citrix Secured Gateway/Applications Domain** is checked whenever a system requiring CSG access is requested. It is also checked when applications domain access is required.
- Note that DPH has its own Citrix farm for access to various DPH systems. Only check this box if the needed system is accessed via the DPH Citrix farm.
- Should a needed system not be included on the form, use the "Other accesses" section and type the name of the system(s) on the lines provided.

11. **SSL/VPN** is checked when remote access to network resources is required solely for business purposes. An actual need for this must be justified. Items listed in this section are required for access to be granted. The Helpdesk can assign a ticket, on request, to network support if help is needed determining the IP address and / or protocol and port information.

- If RDP is being requested, a key fob of soft key is needed. Use the provided drop down to select either a soft key (via an app you install on your smart phone) or a physical fob. A business justification for RDP access is required and must be documented by the user's supervisor.

12. SFTP/Application Domain is checked when SFTP, either state or DHSS, access is needed. The folder(s) access which is needed will need to be listed on the spaces provided.

13. **Select DPH systems** - A separate section has been added for the Division of Public Health systems. Several drop down boxes are included for requesting access to various DPH systems.

14. **Signatures** - Both the employee and supervisor signatures are required on the form in order for the request to be processed.